

## POSITION SUMMARY

Under general supervision, this position functions as a Systems Development Services Specialist. This position is responsible for the analysis, documentation and participation in the implementation of enterprise wide management information systems solutions in support of the business functions of the Department of Agriculture, Trade, and Consumer Protection (DATCP). This position works directly with customer management and staff to identify and define business needs for new IT projects and major enhancement efforts through all phases of the development lifecycle. Project efforts may be large and complex requiring distinct multi-phase development efforts and/or multi-contract projects with possibly concurrent development efforts.

This position evaluates requests for new products and services, facilitates estimates and work plans, conducts feasibility studies, develops system proposals, conducts presentations and prepares formal deliverables related to systems development efforts and enhancements. This position is responsible for project scope documents; communication plans; project estimates and supporting work plans; requirements definition; systems analysis; facilitating high-level and detailed design, functional specifications; test plan development and testing efforts; conversion and implementation efforts; technical and user documentation; and training related to large information systems.

This position provides training and documentation of program related materials and analysis for new and existing customer applications, including the provision of expert advice to division personnel and assistance to other technical staff in the work unit.

**45% A. Performance of high level application analysis activities that will support complex multi-platform systems to meet agency business needs.**

- A1. Conduct analysis sessions with customers to accurately define business and technical requirements for new automation projects or major enhancements to existing systems.
- A2. Develop and present system design proposals and recommendations including alternatives for meeting the business requirements. Formal proposals will generally include feasibility study results, cost/benefit analysis, high-level functional designs, and initial resource estimates as defined in the DATCP Systems Development Methodology.
- A3. Compile detailed design and code specifications from functional specifications as defined in the DATCP Systems Development Methodology.
- A4. Review system proposals for continuity with agency models and goals; identify potential impact on current DATCP resources, operating policies, and technical standards; report areas of concern and/or recommendations for change to IT and customer management.
- A5. Facilitate and/or participate in technical product review sessions to improve IT deliverables, and ensure compliance with DATCP technical standards and development methodology.
- A6. Develop test plans and manage unit, system and customer acceptance testing activities to ensure that the system functions efficiently and accurately as designed and meets the stated customer requirements.
- A7. Develop conversion and/or implementation plans identifying resource requirements, one-time start-up tasks, contingency plans, on-going processing and requirements, and customer training needs as it pertains to new and/or re-engineered functionality.

- A8. Conduct post implementation reviews with customers to determine if the operational system meets the originally specified objectives and requirements, and to assess areas of overall process improvement by identifying "lessons learned".
- A9. Provide assistance to other professional staff through all stages of the development lifecycle, including requirements gathering, design review, testing, implementation support, and post implementation review.

**45% B: Responsible for individual and/or group technical training programs. This includes: planning, design, development, and/or training delivery activities to meet operational and customer needs.**

- B1. Assess agency training needs. Develop/update and present on-going end-user training.
- B2. Create instructor materials (course outlines, background material, instructional materials, and training aides).
- B3. For specific program/project needs, will develop more tailored end-user training.
- B4. Develop end-user manuals, handbooks, user guides, standard operating procedures and other materials.
- B5. Develop training schedule for new DATCP employee orientation.
- B6. Provide onboarding training for new BITS staff.
- B7. Consult with other business analyst as needed to confirm training is aligned with program/project needs.
- B8. Ensure the quality and consistency of course content throughout a course life cycle.
- B9. Coordinate and maintain user training requirements needed prior to granting access to systems.
- B10. Evaluate effectiveness of training by conferring with attendees for feedback and recommendations.
- B11. Perform and train setting up and tearing down audio and video equipment for trainings, meetings and other events.
- B12. Conduct effective training classes and ensure transference of knowledge to all end users of tools, systems, policies, processes, guidelines, rules and related learnings identified.
- B13. Interpret technical information and translate it in an easy to understand concept with efficient and effective communications.

**5% C. Performance of Project Management Activities.**

- C1. Provide customer and IT management and staff with a clear understanding of business requirements, business specifications, architecture, and DATCP development standards.

- C2. Participate in design and specification reviews developed by development teams and provide feedback or business guidance related to existing and/or future application requirements.
- C3. Assist teams of programmers and analysts to design and develop new functions/systems or enhance existing systems
- C4. Review project plans with other project leaders and managers to alleviate potential issues with resources and interdependent project tasks.
- C5. Acquire and maintain a working knowledge of customers' business operations by participating in meetings and reviewing relevant documentation.
- C6. Prepare time estimate for project assignments.

**5% D. Participation in Organizational Activities and Projects**

- D1. Read and discuss pertinent materials to maintain awareness of BITS operating procedures and technical environment.
- D2. Support and propose technical, operating, and organizational standards to contribute to the overall effectiveness of BITS.
- D3. Carry out special assignments to respond to the needs of BITS and the department. Prepare special reports, reviews, and recommendations as requested.
- D4. Share knowledge with fellow IT professionals and provide assistance in areas of personal expertise. Tutor and train team members and new staff.
- D5. Consult with other IT professionals regarding project efforts and the techniques and tools used to increase efficiency, effectiveness, and communications.
- D6. Read books and periodicals to improve knowledge of information technology direction, project management and working tools. Attend schools, training sessions, conferences, and workshops.

### Knowledge, Skills and Abilities

- Knowledge of Microsoft Dynamic CRM
- Knowledge of and work experience with business needs assessment techniques and skills
- Extensive knowledge of and significant experience with project management, project estimation, work plan preparation, and project change control
- Ability to independently work with a project management methodology and manage an IT project to a successful outcome as defined jointly with the customers
- Interview skills, abilities which facilitate working with customer areas to identify business area requirements
- Knowledge and abilities in documenting business requirements and design specifications
- Ability to establish and maintain effective working relationships with agency customers
- Strong problem solving skills, knowledge and experience in problem resolution
- Strong team leadership experience
- Experience with meeting management
- Effective oral and written communications
- Effective organization, planning and status reporting skills and techniques
- Self-starter
- Knowledge of and work experience with application development techniques like prototyping, RAD, AGILE, or waterfall application development
- Knowledge of and experience working with information technology methodologies, analysis and design techniques, business processing redefinition, and program development techniques and documentation
- Knowledge of procedures and standards in system design methodology
- Knowledge of information processing systems structures and organization
- Knowledge of Emerging Technologies
- Working knowledge of relational databases
- Working knowledge of report creation
- Knowledge and abilities in program development techniques and documentation requirements.
- Knowledge of information processing system structures and organization
- Knowledge of project management concepts, processes/methods, and terminology
- Knowledge and skill in providing technical training.
- Demonstrated knowledge of information systems, technology, and operations.
- Knowledge of effective training techniques, including skill in delivering technical IT (e.g., applications use) training to end users

**Special Requirements:** 1) Some limited in-state travel may be required (e.g., meetings, training sessions); 2) Valid WI driver's license or the ability to provide one's own transportation for work purposes.

# Wisconsin Department of Agriculture, Trade & Consumer Protection Division of Management Services Bureau of Information Technology 22.00 FTE

